

Bruce Jaeger, Ph.D.
Senior Fellow
Office of the Deputy Undersecretary of the Army



Dr. Bruce Jaeger is a Senior Fellow for the Department of the Army and is part of the Deputy Undersecretary of the Army's initiative to create a pool of highly qualified civilian senior leaders. Dr. Jaeger's career demonstrates substantial breadth and depth, with such diverse positions as commander, professor, corporate executive, and senior policy advisor in military, academic, industry, and civil service settings.

Dr. Jaeger's professional career began upon graduation from the United States Air Force Academy. While a Flight Commander at the Air Force Officer Training School, he trained and commissioned seven classes of second lieutenants. Dr. Jaeger also served on the faculty at the Air Force Academy for five years, attaining the academic rank of associate professor. In this capacity he was course director for the Behavioral Science Department's two largest courses as well as its Laboratory Director. As the training operations squadron commander for the Air Force Basic Military Training School, Dr. Jaeger managed the curriculum and instructor staff that trained 35,000 airmen per year. Based on evolving Air Force needs, he completely modernized the training program with 17 major initiatives, earning national recognition in the process. Dr. Jaeger was also Division Chief in charge of all promotion test construction for the Air Force Weighted Airmen Promotion System and Division Chief for advanced training research at the Air Force Armstrong Laboratory.

Upon his transition from the Air Force, Dr. Jaeger became Vice President of Training and Development for West Corporation, the telecommunications market leader in outsourced sales and customer service. He created and implemented workforce development programs at all levels, impacting over 50,000 employees annually and helping the company grow from 8 sites to 20. He was promoted to Vice President of Regional Operations, and for four years he led multiple sites in Texas, Alabama, Georgia, and Illinois for clients such as ATT, Citibank, Chase, Southwestern Bell, Sears, American Express, and Verizon. His sites routinely ranked in the top five of West Corporation for quality and productivity.

After seven years in the private sector, Dr. Jaeger again felt the calling to public service and he joined civil service as Senior Advisor to the Director of Army Safety. He crafted policy and strategy to transform Army safety processes worldwide. He worked extensively with the headquarters staffs of all 23 major Army commands and closely with the Office of the Chief of Staff of the Army. Dr. Jaeger's efforts directly contributed to 2 consecutive years of decreased mishaps, reversing a trend of 5 consecutive years of increased accidents.

Dr. Jaeger holds a B.S. in Behavioral Science from the U.S. Air Force Academy, an M.S. in Industrial Psychology from Purdue University, and a Ph.D. in Industrial/Organizational Psychology from North Carolina State University. His awards and decorations include the Meritorious Service Medal with four oak leaf clusters, the Air Force Commendation Medal with two oak leaf clusters, a Commander's Civilian Service Award, two ACE awards from West Corporation (highest annual award), Vice President Gore's Golden Hammer Award for Government Reinvention (twice), and numerous other distinctions.